UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,835	03/31/2001	Mingte Chen	M-11529 US	8525

33031 7590 01/06/2005

CAMPBELL STEPHENSON ASCOLESE, LLP
4807 SPICEWOOD SPRINGS RD.
BLDG. 4, SUITE 201
AUSTIN, TX 78759

EXAMINER	
ZHONG, CHAD	
ART UNIT	**PAPER NUMBER**
2152	

DATE MAILED: 01/06/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/823,835	CHEN ET AL.	
	Examiner	Art Unit	
	Chad Zhong	2154	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondenc address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *17 May 2004*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *23-103* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *23-103* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date *2/26/04*.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

1. Claims 23-103 are presented for examination.

2. It is noted that although the present application does contain line numbers in specification and claims, the line numbers in the claims do not correspond to the preferred format. The preferred format is to number each line of every claim, with each claim beginning with line 1. For ease of reference by both the Examiner and Applicant all future correspondence should include the recommended line numbering.

3. Applicant is required to update the status (pending, allowed, etc.) of all parent priority applications in the first line of the specification. The status of all citations of US filed applications in the specification should also be updated where appropriate.

Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless --
>
> (e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371 (c) of this title before the invention thereof by the applicant for patent.

5. Claims 23-103 are rejected under 35 U.S.C. 102(e) as being anticipated by Beck et al. (hereinafter Beck), US 6,332,154.

6. As per claim 1, Beck teaches an apparatus comprising:

a communication server for communicating with a communication channel, the communication server operable to:

handle an incoming communication received from the communication channel,

the receiving the incoming communication being according to the media type of the communication channel (Fig 2; Col. 9, lines 35-47); and

cause an outgoing communication to be sent to the communication channel, wherein the communication server is further operable to communicate independently of a media type of the communication channel (Fig 2; Col. 10, lines 5-10).

7. As per claim 24, Beck teaches the apparatus of claim 23 further comprising:

a channel driver communicatively coupled to the communication channel, the channel driver being operable to:

provide an event when the incoming communication is received from the communication channel, the receiving the incoming communication being according to the media type of the communication channel (Col. 10, lines 35-62, wherein after the event is based upon the incoming request, proper agent is activated based upon the incoming request by the server); and

issue a command to the communication channel, wherein the command is the outgoing communication, the issuing being according to the media type of the communication channel (Col. 10, lines 35-62; wherein the server issues the command to the proper agent, the command can be in plurality of media forms not limited to email, fax or telephone call.); and

wherein the communication server being operable to handle the incoming communication further comprises the communication server being operable to obtain the event provided by the channel driver (Col. 10, lines 5-10, lines 30-35, lines 35-62; Col. 9, lines 59-65; Col. 10, lines 17-35 wherein the incoming request as well as out going command with respect to the server are media-type independent, which inherently means driver independent. Server in the current invention as well as Beck provides the intelligence to choose/route agents based on the media driver. Incoming requests are routed to proper agents in accordance with their respective media types/drivers through the communications channel); and

the communication server being operable to cause the outgoing communication to be sent further comprises the communication server being operable to cause the channel driver to issue the command (Fig 2, Col. 10, lines 5-10, lines 30-35, lines 35-62; Col. 62, line 64 – Col. 63, line 5).

8. As per claim 25, Beck teaches the apparatus of claim 24 further comprising:

a user interface comprising a user interface object operable to be activated, wherein the communication server is operable to cause the channel driver to issue the command upon activation of the user interface object (Fig 5, wherein the customer interface is displayed, upon selection of icons in the interface appropriate action is to be taken by the appropriate drivers associated with the respective agents remotely).

9. As per claim 26, Beck teaches the apparatus of claim 25 wherein the communication server is further operable to receive the activation of the user interface object (Fig 2; Fig 5; wherein the icons located within fields 135, 137, 139 are customizable and user selectable).

10. As per claim 27, Beck teaches the apparatus of claim 25 wherein the communication server is further operable to provide a notification of the event via the user interface (Col. 10, lines 38-49; wherein the event notification is displayed through the agent graphical user interface, thus enabling the human operator to be notified of the event when the event arrives).

11. As per claim 28, Beck teaches the apparatus of claim 25 wherein the communication server is further operable to:

determine an agent to be notified of the event; and

provide a notification of the event to the agent via the user interface (Col. 10, lines 38-49).

12. As per claim 29, Beck teaches the apparatus of claim 25 further comprising:

a connection between the user interface and the communication channel (Fig 2, see for example the

link between 'customer a' and external media layer item#83).

13. As per claim 30, Beck teaches the apparatus of claim 29 wherein the connection comprises:

a first sub-connection between the user interface and the communication server (Fig 2, area between client and the external media layer, item # 83 for example);

a second sub-connection (Fig 2, workflow layer) between the communication server (Fig 2, item 89, item 85) and the channel driver (Fig 2, item 91; item 85); and

a third sub-connection (Fig 2, internal media layer) between the channel driver (Fig 2, item 85) and the communication channel; and

wherein the communication server is further operable to use the first and second sub-connections to cause the channel driver to issue the command (wherein the appropriate internal media layer or the driver is activated based on the incoming request); and

the channel driver is further operable to use the third sub-connection to issue the command (Fig 2).

14. As per claim 31, Beck teaches the apparatus of claim 25, further comprising:

a database comprising:

an event table comprising information regarding the event (Fig 14);

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object (see for example, Col. 35, line 63 – Col. 36, line 9).

15. As per claim 32, Beck teaches the apparatus of claim 31

wherein the communication server being operable to handle the event comprises further being operable to access the event table (Fig 14, Col. 35, lines 25-43; wherein the server keeps track of events in the event table); and

the communication server being operable to cause the channel driver to issue the command comprises being further operable to access the command table and the user interface object table to cause the channel driver to issue the command (see for example, Col. 35, lines 25-45; wherein command and user interface modules are activated in accordance with the next device to handle the command, for instance, if we determine the location to process the information such as the proper agent, command is given by the appropriate driver to access the correct agent, this process can be see for example Col. 38, lines 7-20, lines 31-41),

wherein command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command (Col. 35, lines 25-45, Col. 35, line 63 – Col. 36, line 9).

16. As per claim 33, Beck teaches the apparatus of claim 31 wherein the communication server is further operable to:

obtain the event provided by the channel driver (see for example Fig 14; Col. 38, lines 7-20, lines 31-41, wherein the server elects the appropriate remote contact based on drivers, said remote contact returns with its response); and

perform an event response; and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event (see for example, Fig 14, wherein the events get recorded within the table).

17. As per claim 34, Beck teaches the apparatus of claim 31 wherein the communication server is further operable to:

determine a configuration for an agent using the user interface; and

wherein the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs (see for example, Col. 55, lines 19-33).

18. As per claim 35, Beck teaches the apparatus of claim 34 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and

an agent table comprising information regarding the agent (see for example, Col. 55, lines 19-33).

19. As per claim 36, Beck teaches the apparatus of claim 24 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and

each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers (see for example, Fig 2; Col. 62, line 64 – Col. 63, line 5).

20. As per claim 37-40, claims 37-40 are rejected for the same reasons as rejection to claims 23-24, 28, 27 above respectively.

21. As per claim 41, claim 41 is rejected for the same reasons as rejection to combination of claims 27 and 30 above.

22. As per claim 98-99, instructions as well as data results produced by the system is inherently taught in Fig 2.

23. As per claim 42, claim 42 is rejected for the same reasons as rejection to claim 23 above.

24. As per claim 43, claim 43 is rejected for the same reasons as rejection to combination of claims 32 and 23 above.

25. As per claims 100-101, claims 100-101 are rejected for the same reasons as rejection to claims 98-99 above respectively.

26. As per claim 44, claim 44 is rejected for the same reasons as rejection to combination of claims 23, 27, and 28 above.

27. As per claim 102-103, claims 102-103 are rejected for the same reasons as rejection to claims 98-99 above respectively.

28. As per claim 45-52, claims 45-52 are rejected for the same reasons as rejection to claims 23-30 above respectively.

29. As per claim 53, Beck teaches the computer system of claim 52, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and

an inter-process connection between the web server and the communication server (Fig 2).

30. As per claims 54-59, claims 54-59 are rejected for the same reasons as rejection to claims 31-36 above respectively.

31. As per claims 60-63, claims 60-63 are rejected for the same reasons as rejection to claims 23-24, 28, 27 above respectively.

32. As per claim 64, claim 64 is rejected for the same reasons as rejection to claims 27 and 30 above respectively.

33. As per claim 65, claim 65 is rejected for the same reasons as rejection to claims 23 above.

34. As per claim 66, claim 66 is rejected for the same reasons as rejection to combination of claims

23 and 32 above.

35. As per claim 67, claim 67 is rejected for the same reasons as rejection to combination of claims 23, 27 and 28 above.

36. As per claims 68-82, claims 68-82 are rejected for the same reasons as rejection to claims 23-30, 53, 31-36 above respectively.

37. As per claims 83-90, claims 83-90 are rejected for the same reasons as rejection to claims 37-44 above respectively.

38. As per claims 91-95, claims 91-95 are rejected for the same reasons as rejection to claims 37-41 above respectively.

39. As per claim 96, claim 96 is rejected for the same reasons as rejection to combination of claims 42 and 43 above.

40. As per claim 97, claim 97 is rejected for the same reasons as rejection to claim 44 above.

Conclusion

41. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. The following patents and publications are cited to further show the state of the art with respect to "Media Independent Communication Server".

i.	US 6092102	Wagner
ii.	US 6389132	Price
iii.	US 6463292	Rahman

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chad Zhong whose telephone number is (571)272-3946. The examiner can normally be reached on M-F 7:15 to 4:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, BURGESS, GLENTON B can be reached on (571)272-3949. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

CZ
November 13, 2004

GLENTON B. BURGESS
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100